Services and Support Manager (WMS, Band 3)

About our Agency
The Washington State Patrol (WSP) is a professional public safety agency made up of dedicated professionals who work hard to improve the quality of life as well as prevent the unnecessary loss of life on a daily basis.

Mission Statement
The WSP makes a difference every day, enhancing the safety and security of our state by providing the best public safety services.

Benefits
- Competitive salaries
- Excellent health and retirement benefits
- Generous paid vacation and holidays
- Promotional opportunities
- Continuous learning opportunities
- Talented co-workers
- Meaningful and ethical work
- Serving citizens and making a difference

Location
The WSP Information Technology Division is located in Tumwater.

Special Note
If you have questions regarding this announcement, please contact Ms. Ann Weber at Ann.Weber@wsp.wa.gov.

Persons with a disability, who need assistance in the application or assessment process, or those needing this announcement in an alternative

Recruitment #:	NB00012177*
Location:	Tumwater, WA
Working Time:	Full-Time
Appointment Type:	Permanent
Opens:	06/02/2008
Closes:	Open Until Filled

Primary Duties:

This position manages the operational areas of the Information Technology Division (ITD) including Customer Service, Application Support, and System and Server Support. The position with the reporting managers directs the day to day computer and information technology apparatus of WSP. The position works with the Chief Technology Officer on IT strategic planning, the WSP IT Portfolio, and prepares legislative budget requests.

This position is also responsible for improving ITD operations by implementing features from the Information Technology Infrastructure Library (ITIL™) or similar methodology.

This position works full-time Monday through Friday. Work hours are flexible with core hours between 9:00 am and 3:00 pm. This position requires the incumbent to carry a Blackberry device to extend their capability to respond to staff and management. This position may require statewide travel and work in excess of 40 hours a week

Compensation:

$7,610 to $7,970 per month, depending on qualifications and experience.

Required Qualifications:

Significant experience (5+ years) in one of the following disciplines, plus an additional 3 years in any or all of the same:
  - Software design and development
  - Computer hardware/software support
  - Information systems project management

Strong written and oral communication skills.

Two or more years of supervisory and/or management experience.

Desired Qualifications:

Ability to do the following:
- provide consultation and direction on personnel related issues
- provide consultation with vendors regarding IT projects/services
- provide quality assurance management
- conduct contract negotiation and contract development
- lead or participate in strategic planning and strategy development
- apply acquisition and procurement methods and processes for goods and service.

format, may call (360) 704-2317. Applicants that are deaf or hard of hearing may call through the Washington Relay Service 7-1-1 or TDD# (360) 586-0660.

The Washington State Patrol actively supports diversity in the workplace and is an Equal Opportunity Employer.

How To Apply   Apply Online >

Apply online using the button above. You will be asked to complete an employment profile (application).

Employees in these positions perform tasks requiring the use of effective technology. As such, *completing and submitting your application and exam response electronically is part of the exam.*

Some locations where you may access computer terminals are:
   Dept. of Personnel, 600 S Franklin, Olympia, WA
   Work Source Centers
      (see locations at: http://www.wa.gov/esd/work/localconnections.htm)
   Public libraries
      (see locations at: http://wlo.statelib.wa.gov/libsearch.cfm)

Those needing technical assistance or accommodation with this process should call 360-664-1960, Monday through Friday, 8 a.m. to 5 p.m.